



CITY OF

# San Bernardino

POLICE DEPARTMENT  
LEE DEAN  
CHIEF OF POLICE

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October 1, 1996

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Secretary  
Federal Communications Commission  
1919 M Street, N.W.,  
Washington, D.C. 20554

ATTN: CC Docket No. 92-105

Dear Mr./Ms. Secretary:

I wish to express support in concept for the Department of Justice's request to establish a national non-emergency police telephone number. I believe that the establishment of such a number (tentatively identified as "3-1-1") would prove to be extremely beneficial to the philosophy of community-oriented policing.

The establishing of such a number will reduce citizen frustration when attempting to contact their local jurisdiction and should also lead to a reduction in improperly placed 9-1-1 calls that are not an emergency.

Very truly yours,

Lee Dean  
Chief of Police

cc: ITS, Inc.  
2100 M Street, N.W., Suite 140  
Washington, D.C. 20037,  
ATTN: CC Docket No. 92-105



# NATIONAL ASSOCIATION OF POLICE ORGANIZATIONS, INC.

*Representing America's Finest*

750 First Street, N.E., Suite 1020 • Washington, D.C. 20002-4241

(202) 842-4420 • (800) 322-NAPO • (202) 842-4396 FAX

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**LINDA LIPSETT**

**October 9, 1996**

**Office of the Secretary**  
**Federal Communications Commission**  
**1919 M Street, N.W.**  
**Washington, D.C. 20554**

**Dear Mr. Secretary:**

I am writing to support the request by the United States Department of Justice (CC-Docket No. 92-105) for a N11 code, specifically 311, to be reserved on a national basis for communities to use as a non-emergency alternative number.

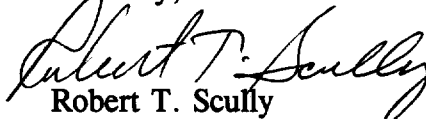
The National Association of Police Organizations (NAPO) represents over 185,000 sworn, law enforcement officers and 3,500 associations and unions across the country through federal legislation, legal advocacy and education.

At our 19th annual convention this past August, hundreds of NAPO delegates voted unanimously to adopt a resolution in strong support of creating an national, non-emergency alternative to the 911 system. Local law enforcement is simply overwhelmed with responding to 911 calls and the vast majority of those calls are non-emergency situations.

NAPO believes that it is imperative to establish, as expeditiously as possible, a national 3-digit number to relieve the burden on local 911 systems and enhance community policing efforts.

Thank you for your consideration of our request and please do not hesitate to contact me at (202) 842-4420 with any questions you may have.

**Sincerely,**

  
**Robert T. Scully**  
**Executive Director**

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## 911 ALTERNATIVE

**WHEREAS,** The nation's 911 emergency line was designed to assist the public in contacting police during life threatening emergencies and allow police to decrease their response time to crisis situations. The 911 system achieved this and is credited with saving countless lives and averting numerous tragedies since its inception; and,

**WHEREAS,** The simplicity and familiarity of the 911 system has become the preferred method for contacting police in emergency and non-emergency situations. The capacity of 911 operators to answer these calls effectively has been outstripped and increased police response times. An estimated 268,000 calls are made to 911 systems each day, and depending upon the jurisdiction, anywhere between 20 percent to 95 percent are for non-emergency purposes; and,

**WHEREAS,** The consensus of law enforcement experts nationwide have agreed in the need to establish a national law enforcement non-emergency communications service. A single national 800 telephone number would relieve the burden from local 911 systems of non-emergency calls, decrease police response time, enhance community policing and provide critical call tracking data; and,

**NOW THEREFORE,** NAPO supports President Clinton's challenge to the FCC, law enforcement leaders and the telecommunications industry to develop a national community policing number for non-emergency calls that will be as easy to use and remember as 911.